



### CLAIMS

What is claimed is:

- 1 1. A method for tuning a speech recognition process, comprising the steps of:
  - 2 (a) maintaining a database of utterances;
  - 3 (b) collecting information associated with the utterances in the database utilizing a  
4 speech recognition process;
  - 5 (c) transmitting the utterances in the database to a plurality of users utilizing a  
6 network;
  - 7 (d) receiving transcriptions of the utterances in the database from the users utilizing  
8 the network;
  - 9 (e) a human being utilizing the information and the transcriptions to make changes  
10 to a speech application to improve the speech recognition accuracy.
- 1 2. The method as recited in claim 1, wherein the network includes the Internet.
- 1 3. The method as recited in claim 2, wherein the transcriptions of the utterances are  
2 received from the users using a network browser.
- 1 4. The method as recited in claim 1, wherein the speech recognition process is  
2 tuned by performing experiments based on the information.  
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- 1 5. The method as recited in claim 4, wherein the information includes a recognition  
2 result.
- 1 6. The method as recited in claim 1, wherein the changes made to a speech  
2 application include one or a plurality of the following: changing recognition  
3 grammar coverage; amending or altering the phonetic dictionaries; testing

4 against multiple acoustic model sets; changing recognition engine parameters;  
5 changing endpointing parameters.

1 7. A computer program product for tuning a speech recognition process,  
2 comprising:

3 (a) computer code for maintaining a database of utterances;

4 (b) computer code for collecting information associated with the utterances in the  
5 database utilizing a speech recognition process;

6 (c) computer code for transmitting the utterances in the database to a plurality of  
7 users utilizing a network;

8 (d) computer code for receiving transcriptions of the utterances in the database from  
9 the users utilizing the network;

10 (e) computer code enabling a human being to utilize the information and the  
11 transcriptions to make changes to a speech application to improve the speech  
12 recognition accuracy.

1 8. The computer program product as recited in claim 7, wherein the network  
2 includes the Internet.

1 9. The computer program product as recited in claim 8, wherein the transcriptions  
2 of the utterances are received from the users using a network browser.

1 10. The computer program product as recited in claim 7, wherein the speech  
2 recognition process is tuned by performing experiments based on the  
3 information.

1 11. The computer program product as recited in claim 10, wherein the information  
2 includes a recognition result.

1 12. The computer program product as recited in claim 7, wherein the changes made  
2 to a speech application include one or a plurality of the following: changing

3 recognition grammar coverage; amending or altering the phonetic dictionaries;  
4 testing against multiple acoustic model sets; changing recognition engine  
5 parameters; changing endpointing parameters.

1 13. A system for tuning a speech recognition process, comprising:

2 (a) logic for maintaining a database of utterances;

3 (b) logic for collecting information associated with the utterances in the database  
4 utilizing a speech recognition process;

5 (c) logic for transmitting the utterances in the database to a plurality of users  
6 utilizing a network;

7 (d) logic for receiving transcriptions of the utterances in the database from the users  
8 utilizing the network;

9 (e) logic for enabling a human being to utilize the information and the transcriptions  
10 to make changes to a speech application to improve the speech recognition  
11 accuracy.

1 14. The system as recited in claim 13, wherein the network includes the Internet.

1 15. The system as recited in claim 14, wherein the transcriptions of the utterances  
2 are received from the users using a network browser.

1 16. The system as recited in claim 13, wherein the speech recognition process is  
2 tuned by performing experiments based on the information.

1 17. The system as recited in claim 16, wherein the information includes a  
2 recognition result.

18. The system as recited in claim 13, wherein the changes made to a speech application include one or a plurality of the following: changing recognition grammar coverage; amending or altering the phonetic dictionaries; testing against multiple acoustic model sets; changing recognition engine parameters; changing endpointing parameters.